

1 General

Nordea Bank Finland Plc (hereinafter the "Bank") offers its customers a service package accessible with access codes (hereinafter the "Netbank Service"). The Netbank Service is provided by Nordea Bank Finland Plc, by members of the same group as Nordea Bank Finland Plc, and by third parties (hereinafter "other service providers").

Unless otherwise agreed, the adoption of the Netbank Service requires that the Customer has made an agreement with the Bank and that the Customer has an account with the Bank or with another bank which is a member of the same group as Nordea Bank Finland Plc. This account is incorporated in the Netbank Service.

In the use of the Netbank Service the Customer observes these terms as well as follows the product descriptions, relevant user manuals, instructions and service-specific agreement terms. Insofar as other agreement terms, product descriptions or instructions conflict with these terms, these terms have precedence, unless otherwise specifically stated. Whenever using services provided by other service providers or whenever entering into an agreement with other service providers through the Netbank Service, the Customer also agrees to comply with the agreement terms and instructions given by the other service providers.

2 Content of the service

The Bank decides which services are offered in the Netbank Service. The content of the Netbank Service is defined in the user instructions and product descriptions of the Netbank Service. The Bank and other service providers are entitled to change the selection, operation and content of the services.

The Customer can access the Netbank Service by means of distance communications, which in this context refer to PCs, telephones, or other terminal equipment compatible with the Netbank Service. By means of distance communications, agreements can be made and services used without the parties to the agreement being simultaneously present.

The services accessible by different means of distance communications may differ in content and functions from each other and from services accessible by other means.

3 Identification data

The Bank provides the Customer with a User ID and codes (hereinafter the "identification data"). The identification data may only be used by the Customer to whom the Bank has delivered them. The Bank may replace the identification data by providing the Customer with new data. The Bank and the Customer may separately agree on the use of other personal or company-specific identification or authentication codes corresponding to the identification data.

The identification data are mailed to the address that the Customer has given to the Bank, unless the Customer and the Bank or other service provider representing the Bank have specifically agreed otherwise. The Customer must immediately inform the Bank of any changes in his or her address. The identification data of corporate customers are mailed to a contact person appointed by the Customer, if the Bank has been notified of such contact person. The Customer must inform the Bank if its contact person changes.

To access and use the Netbank Service, the Customer identifies him- or herself by keying in the identification data at the log-in to the service. The Customer may only enter the identification data to the Bank's computer operating the Netbank Service identification procedures.

The entering of the identification data in the manner required by the Netbank Service corresponds to the Customer's signature. All payments, instructions, orders, application forms, agreements, and other declarations of intent and messages submitted by the Customer using the identification data are deemed binding on the Customer after the Bank has received the Customer's identification data in the manner required by the Netbank Service.

4 Customer's responsibility for safekeeping and use of the identification data

The Customer undertakes to keep and protect the identification data with due care. The Customer undertakes to keep the identification data comprising the User ID and codes separate from each other. The Customer must take every effort to prevent the identification data from coming into the possession of a third party.

If the identification data are lost or the Customer has reason to suspect that the data have fallen or might have fallen into the hands of a third party, the Customer is liable to notify the Bank immediately so that unauthorised use of the services can be prevented. The notification can be made personally at the Bank's branches in Finland during their service hours or by calling the Bank's Customer Service during its service hours. Outside the service hours of Customer Service the notification can be made to a blocking service stated by the Bank.

In cases of misuse the Customer's responsibility for actions taken by using the identification data ends when the Customer has notified the Bank's branch, Customer Service or blocking service of the identification data being lost or having fallen into the hands of a third party.

In cases of misuse the Customer is always responsible for any damage incurred by use of the identification data and for obligations made with the identification data, if

- the Customer has given the identification data to a third party
- a third party has gained access to or knowledge of the identification data through the Customer's negligence which cannot be considered slight
- a third party has gained access to or knowledge of the identification data and the Customer does not prove that it has happened due to an event that cannot reasonably be attributed to the Customer
- a third party has gained access to or knowledge of the identification data through the Customer's slight negligence or due to an event that cannot be attributed to the Customer, and the Customer has not notified the Bank without delay in the above manner after having detected the matter.

However, a corporate customer is always responsible for any action taken by using the identification data and for any damage arising from these actions up to the moment when the Bank has been notified that the identification data are lost or a third party has gained access to the identification data and the Bank has had reasonable time to prevent the use of the service.

A corporate customer acknowledges that a person who uses the corporate customer's identification data is always entitled to use the corporate customer's accounts incorporated in the Netbank Service and has access to other services therein, even if the Bank had not been separately notified of this.

5 Prices

The Bank charges the Customer's account with the service fees arising from use of the services, either in accordance with the Bank's current tariff or otherwise notified to the Customer. The prices charged for the Netbank Service may differ from the prices of services provided by the Bank by other means than the Netbank Service.

The tariff is available at the Bank's branches. The tariff can also be published in the Netbank Service.

6 Equipment, software and data links

The Customer obtains at his or her own expense the hardware, software, telephone lines or other data links, and other services needed for the use of the Netbank Service. The Customer is responsible for the security and efficiency of the equipment, and their maintenance and operation costs.

The Bank is entitled to interrupt the provision of services to the Customer if the hardware, software or data links used by the Customer endanger the security of the services. The Bank does not guarantee that the Customer's hardware supports the services provided by the Bank. However, the Bank is responsible for ensuring that the security of its own data system is duly arranged.

7 Incorporated accounts and account information

The Bank defines which types of account and which account functions and services can be incorporated in the Netbank Service.

When making the agreement, the Customer and the Bank agree on the accounts to be incorporated in the Netbank Service and the account features applicable in the Netbank Service. Other accounts may later be incorporated in or separated from the Netbank Service, and the features or services of the accounts incorporated in the Netbank Service can later be changed. If the Customer has user authorisation to accounts of a third party, these accounts can only be incorporated in the Netbank Service by the express consent of the accountholder. An entry must be made in the agreement regarding the accountholder's consent, and the accountholder must confirm it with his or her signature. Such consent may be given in the accountholder's Netbank Service in form and under circumstances separately determined by the Bank.

The Bank may provide the Customer with information on his or her incorporated accounts through the Netbank Service.

8 Payment instructions

The Bank carries out payment instructions and orders placed with the Bank through the Netbank Service by debiting the Customer's account with the payable amount and crediting the account indicated by the Customer. The Bank has the right to specify what types of payments can be made through the Netbank Service. The Bank may also set a maximum and minimum limit for payments transferred through the service.

The Bank transfers a payment to the indicated beneficiary's account solely on the basis of the account number stated in the instruction. Domestic payments are transferred in accordance with

the General terms for domestic payment transactions approved by the member banks of the Federation of Finnish Financial Services (the former Finnish Bankers' Association), and cross-border payments in accordance with the General terms of outgoing cross-border payments. Incoming cross-border payments are subject to the General terms of incoming cross-border payments approved by the member banks of the Federation of Finnish Financial Services (the former Finnish Bankers' Association).

The Customer must ensure that the account to be debited contains sufficient balance to cover the payments. The Bank has the right not to transfer a payment if the account lacks sufficient balance; the information in the payment instruction is insufficient; the payment amount exceeds the maximum limit or falls short of the minimum limit set for transferable payments; or the payment instruction is otherwise unsuitable for transfer through the Netbank Service. The Bank is not liable for any loss incurred by the Customer for the above reasons. The Bank is not liable to inform the Customer separately of a failure to transfer a payment for the above reasons.

The Customer is informed of an executed payment instruction or order on his or her account statement. Payment transactions can also be monitored through the Netbank Service. Account statements and any other receipts are delivered to the Customer in a manner set out in the agreement concerning the specific account or in a separately agreed manner for specific services.

9 Securities trading and other investment services

If the Customer has made an agreement with the Bank on book-entry accounts and safe custody of securities, the Customer may incorporate the Netbank portfolio service to the Netbank Service. The Netbank portfolio service enables the Customer to give buy, sell and subscription orders concerning securities, book-entry securities and fund units, and to receive information on his or her securities in safe-custody, on the types of book-entry securities on his or her book-entry accounts, and fund units. By separate agreement the Customer may also incorporate other securities trading and other investment services in the Netbank Service.

The payments arising from the Customer's orders are debited to the account stated in the agreement on book-entry accounts and safe custody of securities. If the account lacks sufficient balance for debiting a buy order at a debit date determined in the general terms and conditions of orders to buy and sell securities or in the service-specific terms, or at a date separately set for a specific transaction, the Customer is responsible for any loss due to the lack of funds. In any other regards than the above-mentioned payment debiting, the general agreement terms governing services with access codes are applied to the securities trading and other investment services insofar as they do not conflict with the general terms of book-entry accounts and safe-custody of securities, the general terms and conditions of investment service agreement or the general terms and conditions of orders to buy and sell securities. For orders concerning Nordea funds, the rules of the fund are applied and in case of regular fund saving schemes, the general terms for regular fund saving schemes are applied.

The Customer is deemed to have received information on a security, other financial instrument, the execution of a service or a service provider, such as terms and conditions of a bond or a simplified prospectus of a fund and fund rules, after he or she has confirmed having read them in the Netbank Service.

If execution of an order in a proper manner is endangered, the Bank is entitled to restrict trading through the Netbank portfolio service. The Bank may restrict the use of the service for orders related to book-entry accounts to which the Customer only has user authorisation, even if such a book-entry account had been incorporated in the service in a manner prescribed in section 7 of these terms. The Bank may set a maximum and minimum limit for orders executed through the Netbank Service. The limits may be customer-specific.

Unless otherwise agreed, or specifically stated by the Bank, all the securities trading and other investment services in the Netbank Service are intended for use in Finland only. Securities trading and other investment services are not provided to persons residing in the United States of America or to corporations and associations operating from the United States of America.

10 Information services

In the Netbank Service the Bank may provide its own information services or information services offered by other service providers. These services may include, for example, financial information or information concerning credits, cards or other services. The Bank or other service provider is not liable for any loss caused by erroneous information or a delay or hindrance in the provision of information.

Unless otherwise specifically agreed, or stated by the Bank, the financial information services in the Netbank Service are intended for use by customers in Finland only. Financial information services are not provided to persons residing in the United States of America or to corporations and associations operating from the United States of America. The information supplied by the information services can under no circumstances be considered an offer, recommendation or suggestion to buy or sell.

Personal customers are not entitled to use the financial information given in the service in professional securities trading, brokering or other comparable business activities.

Corporate customers already engaging in, or about to begin, securities trading, brokering or other comparable activities, undertake to notify the Bank of such activities when the agreement is being made, or when initiating the above activities. The Bank is entitled to debit the account of customers engaging in the above activities with the user fee required by OMX Nordic Exchanges Ltd or any other party supplying the information. The amount of the fee is stated in the tariff.

The source of information concerning trading in securities, options and futures contracts at stock exchanges which are part of the OMX Group is OMX Nordic Exchanges Ltd.

11 Loans and credit services

The bank defines the credit types and other financing services, which can be incorporated in the Netbank Service. The Bank may provide the Customer with information on his or her incorporated credits and other financing services through the Netbank Service. The Customer may agree with the Bank or other service provider that all information on his or her credits or other financing services will be forwarded solely to the Netbank Service.

In the Netbank Service the Customer can send applications on certain credits and other financing to the Bank or other service providers, and make credit and financing agreements.

Applications, agreements and other undertakings made in the Netbank Service are signed by entering the identification data. When the Customer gives his or her identification data it corresponds to the Customer's signature. Any undertakings confirmed in this manner are deemed binding on the Customer as prescribed in section 3 of these terms.

Unless otherwise specifically stated, a credit or financing agreement becomes concluded when the Bank or other service provider approves the application submitted by the Customer. If a credit or financing decision is conditional and requires that the Customer hands over documents to the Bank or other service provider before it becomes effective, the agreement will become concluded after the Customer has handed over the required documents to the Bank or other service provider. The terms of a credit or financing agreement and the decision concerning the agreement can be made available to the Customer through the Netbank Service.

12 Insurance services

In the Netbank Service the Customer can take out insurance policies offered by the service providers in the service, as well as fill in applications and submit requests for change concerning his or her insurance policies. In situations of conflict, the details of an insurance policy are primarily settled in accordance with the valid terms of the insurance, contrary to what is prescribed in section 1 of these terms.

The Customer signs the applications, agreements and other undertakings made in the Netbank Service by entering his or her identification data. The entering of the identification data corresponds to the Customer's signature, and any undertakings confirmed in this manner are deemed binding on the Customer as prescribed in section 3 of these terms. After the Customer has acknowledged that he or she has read the terms of the insurance and other information in the Netbank Service, the terms of the insurance and other information will be deemed having been delivered to the customer.

Unless otherwise specifically agreed, or stated by the insurance company, the insurance services in the Netbank Service are intended for use by customers in Finland only. Insurance services are not provided to persons residing in the United States of America or to corporations and associations operating from the United States of America.

13 Availability of the services

Customers have access to the Netbank Service 24 hours a day, seven days a week, except at times when the service is offline due to maintenance, updating or service breaks, power interruptions or other similar reasons. The Bank cannot guarantee its customers uninterrupted access to the Netbank Service. For well-grounded reasons, the Bank may restrict the availability of the Netbank Service after notifying its customers accordingly through the service. The Bank will make every attempt to notify customers of the restricted availability of the services well in advance.

Certain services may have specific access times, which are primary. Customers will be notified of specific access times through the Netbank Service. Instructions, orders and applications should be submitted within the specified time limits.

Unless otherwise agreed, the Bank's duty to process an instruction, order or application begins at the earliest when the Bank's data system has received and accepted it. The Bank reserves a reasonable time to carry out the services. The Bank does not guarantee that instructions, orders or applications are processed in real time.

14 Customer mail

Customer mail in the Netbank Service (in the Netbank Service "Mail") is intended for communication between the Bank and the Customer. The Bank may in situations determined by it receive the Customer's declarations of intent via the customer mail. However, the Bank has no obligation to handle or execute orders placed by the Customer via the customer mail, such as orders on payments or securities.

The Bank's Customer Service handles customer mails within a reasonable period after the receipt of the customer mail and within the opening hours of the Customer Service valid at any given time. In urgent matters the Customer is urged to contact the Bank's Customer Service by telephone.

The Bank stores the customer mails for a period stated in the Netbank Service.

15 Verification of information and responsibility for the submitted information

The date and content of an instruction, order, agreement or application, or other action of the Customer related to the service, is verified from the data systems maintained by the Bank or other service provider concerned and/or the telephone conversation recorded by the Bank.

The Customer is responsible for the accuracy of the information he or she has submitted to the Bank or other service provider concerned, and for any loss arising from submitting erroneous or insufficient information to them. Instructions and orders are carried out and applications processed on the basis of the information submitted. The Bank or other service provider is not responsible for verifying or completing the information supplied by the Customer.

The Bank and other service provider concerned are entitled to record in their data systems the information concerning the Customer's communication, actions and transactions towards them and to record telephone calls between the Bank/service provider and the Customer to verify agreements or orders and to develop services.

16 Handling of personal information

The Bank handles all personal information it collects according to the Finnish Personal Data Act and the legislation on credit institutions and in keeping with bank secrecy and privacy protection. Personal information is handled and collected for the operations and services of the Bank or other service provider. Information is collected from persons registered in the Bank's customer register or their representatives, from public registers kept by the authorities, and from credit information registers. The Bank uses its customer register also in marketing directed at its customers. Customers are entitled to forbid marketing directed at them. Bank secrecy forbids the transfer of information in the Bank's possession to a third party without a permission by the person concerned and unless the law so requires. A description of the Bank's customer register (personal data file) referred to in the Personal Data Act is available at the Bank's offices and website.

Personal credit information of the Customer may be used when adopting the Netbank Service, renewing the identification data or when the customer is making applications or agreements on services in the Netbank Service. The credit information is obtained from Suomen Asiakastieto Oy's credit information register.

Customers' personal information can be disclosed between the companies that, according to Act on Credit Institutions, belong to the same consolidation group or economic combination with the Bank.

Customers' information can be disclosed to other service providers concerned in order to identify the Customer, execute or settle the action and transaction, if the customer uses the service in question.

17 Customers' complaints

Any complaints and claims concerning services, instructions, orders, applications or agreements must be submitted to the Bank or other service provider in writing or in the form of customer mail comprising a part of the Netbank Service. Complaints and claims must be submitted immediately or at the latest within 90 calendar days of the date of the transaction. Complaints concerning the securities trading and other investment services must, however, be submitted to the Bank or other service provider within the time prescribed in the general terms of book-entry accounts and safe custody of securities, the general terms and conditions of orders to buy and sell securities, and the general terms for regular fund saving schemes.

If the Customer uses his or her identification data for paying purchases or services purchased from other service providers who accept payments made with access codes, any complaints and claims concerning the operations, products or services of these service providers must be addressed directly to the service providers concerned.

18 Right of withdrawal

Agreements made by a consumer in the Netbank Service may involve a right of withdrawal. The right of withdrawal is stated in the product-specific details or terms of the product. If the product-specific details or terms of the product do not mention a right of withdrawal and/or otherwise specify its use, the following terms will be observed.

A consumer is always entitled to withdraw from an agreement he or she has made in the Netbank Service by notifying the other party to the agreement, i.e. the bank or other service provider, to this effect within 14 days of making the agreement. A notice of withdrawal can be made through Netbank's customer mail, by letter or at the Bank's branch. The notice must specify the agreement and include at least the following information: Customer's name, personal identity number, details of the agreement to be cancelled and the Customer's signature. When the Customer withdraws from an agreement, the Bank or other service provider is entitled to charge a compensation for the performed service, as specified in the product-specific description. Any payments or other assets the Customer has received based on the agreement must be returned within 30 days from sending the notice of withdrawal at the risk of the withdrawal becoming void.

The right of withdrawal does not apply to payment orders or products the price or value of which depends on changes in the financial markets beyond the Bank or service provider's control. Such orders and products include agreements on securities and investment services and products. The right of withdrawal does not apply when a matter handled by means of distance communications is related to an existing agreement, or if an agreement is fulfilled upon the Customer's specific request before the expiry of the period of withdrawal. The right of withdrawal does not apply to amendments to agreements.

19 Copyright and trademarks

The Bank, other service providers or third parties hold the copyrights and trademarks relating to the Netbank Service. All copyrights and all rights to trademarks have been reserved.

A Customer using the Netbank Service undertakes not to publish, copy or distribute information contained in the services electronically or through other communication channels without the written consent of the party holding the copyright.

20 The Bank's right to interrupt the use of services

The Bank has the right to immediately interrupt the use of the Netbank Service or to refrain from carrying out an instruction or order if the Customer fails to comply with the terms of the service, is declared bankrupt, undergoes corporate restructuring proceedings, is placed in liquidation, applies for composition proceedings or suspends payments, or whenever the Bank has grounded reason to suspect use of the services in activities which are in breach of the law, or if use of the services leads to any loss or risk of loss to the Bank, other service providers or a third party.

21 The Bank's limitation of liability

The Bank is not liable for any consequential or indirect loss, such as loss of income or unobtained profit, interruptions in other contractual relationships or other unforeseeable accidents due to interruptions or errors occurring in the services.

If the use of the service has been interrupted under circumstances prescribed in section 13 of these terms, the Customer is not entitled to any compensation solely due to the termination of this agreement or the interruption of the service.

The Bank is not liable for the operations, services and products offered by other service providers.

The Bank is not liable for loss arising due to force majeure or similar undue disruption of banking operations. Such obstacles that discharge the Bank from responsibility can include:

- action taken by the authorities,
- war or threat of war, insurrection or civil unrest
- disruption of postal services, automatic data processing, data transfer, and other electronic communications or electric power transmission beyond the Bank's control,
- interruption or delay in Bank operations due to fire or other comparable disaster,
- industrial action, such as strike, lockout, boycott and blockade, regardless of whether it concerns the Bank or not.

Force majeure or any other of the above circumstances entitles the Bank to interrupt the provision of services until further notice.

22 The Bank's right to change the agreement terms and service fees

The Bank has the right to change this agreement, the specific agreement terms concerning the services, service fees and any other applicable fees.

The Bank informs its customers about changes in the form of a message delivered in the Netbank Service or in writing. The Bank informs its customers about changes in service fees and other fees by publishing them in its tariff.

A change becomes effective within 30 calendar days of the date when the change is published in the Netbank Service or the Bank's tariff, or when the Customer is notified. If the Bank sends the Customer a notification, the Customer is deemed to have received it at the latest on the seventh calendar day after dispatch to the Customer's address or to the Netbank Service, where it can be retrieved by the Customer. If the notification is delivered abroad, the Customer is deemed to have received it within 14 calendar days of its dispatch.

If the Customer opposes the change, he or she must terminate the agreement in writing before the change comes into force.

23 Entry into force, validity and termination of the agreement

An agreement on services with access codes comes into effect when the Bank has accepted the agreement signed by the Customer. The agreement remains in force until further notice, unless otherwise agreed.

The Bank reserves a delivery time for service adoption.

The Customer is entitled to terminate the agreement in writing, effective immediately, without a period of notice. The Bank reserves a reasonable time for closing the service.

Responsibility for instructions and orders submitted through the service remains with the Customer even after the agreement has been terminated. The Bank is entitled to carry out instructions and orders unless they are cancelled, each separately, according to the terms governing each service.

The Bank is entitled to terminate the agreement with one (1) month's notice. The notice of termination will be delivered to the Customer as a message included in the Netbank Service or in writing.

If the Customer refrains from using the services for a period of one year, the Bank may regard the agreement as terminated without separate notice of termination.

24 Applicable law and settlement of disputes

This agreement is governed by Finnish law.

Any disputes arising from this agreement are settled in the Helsinki District Court. Consumers are also entitled to institute court proceedings in the district court of their domicile in Finland. If the consumer does not have a domicile in Finland, any disputes arising from this agreement are settled in the Helsinki District Court.